

Claims

What is claimed is:

1. A method for facilitating delivery of requested information to a user comprising:
 - a) receiving a request for information from a user; and
 - b) sending to a telephony terminal a pointer, which identifies a location where requested information responsive to the request is located.
- 10 2. The method of claim 1 comprising receiving a call from the user via the telephony terminal, and wherein the request is received via the call.
- 15 3. The method of claim 1 wherein the pointer is used by the telephony terminal to access the requested information.
4. The method of claim 1 further comprising locating the requested information in response to the request and determining the pointer based on where the requested information is located.
- 20 5. The method of claim 1 further comprising accessing the requested information in response to the request and storing the requested information at a location associated with the pointer.
- 25 6. The method of claim 1 further comprising creating the requested information in response to the request and storing the requested information at a location associated with the pointer.
7. The method of claim 1 wherein the requested information expires after a defined period of time and can be accessed by the telephony terminal only prior to expiration.
- 30 8. The method of claim 1 wherein the pointer is sent to the telephony terminal via a messaging service.

9. The method of claim 8 wherein the pointer is sent to the telephony terminal via a short messaging service message.
- 5 10. The method of claim 8 wherein the pointer is sent to the telephony terminal via an instant messaging message.
11. The method of claim 8 wherein the pointer is sent to the telephony terminal via an email message.
- 10 12. The method of claim 8 wherein the pointer is sent to the telephony terminal via a wireless application protocol message.
- 15 13. The method of claim 1 wherein the requested information is information available from operator services.
14. The method of claim 1 wherein the requested information is provided in at least one of the formats consisting of audio, video, graphics, text, and pictures.
- 20 15. The method of claim 1 wherein the requested information includes at least one of the group consisting of directory numbers, addresses, movie listings, driving directions, news, stock market information, order status, customer service information, sports scores, music, and video.
- 25 16. The method of claim 1 wherein the telephony terminal is a mobile terminal.
17. The method of claim 1 wherein the request is provided via voice or signal from the telephony terminal.
- 30 18. A system for facilitating delivery of requested information to a user comprising:
 - a) at least one communication interface; and

b) a control system associated with the at least one communication interface and adapted to:

- i) receive a request for information from the user; and
- ii) send to a telephony terminal a pointer, which identifies a location where requested information responsive to the request is located.

5 19. The system of claim 18 wherein the control system is further adapted to receive the call from the user via the telephony terminal, and
10 wherein the request is received via the call.

20. The system of claim 18 wherein the pointer is used by the telephony terminal to access the requested information.

15 21. The system of claim 18 wherein the control system is further adapted to locate the requested information in response to the request and determine the pointer based on where the requested information is located.

20 22. The system of claim 18 wherein the control system is further adapted to access the requested information in response to the request and store the requested information at a location associated with the pointer.

25 23. The system of claim 18 wherein the control system is further adapted to create the requested information in response to the request and store the requested information at a location associated with the pointer.

30 24. The system of claim 18 wherein the requested information expires after a defined period of time and can be accessed by the telephony terminal only prior to expiration.

25. The system of claim 18 wherein the pointer is sent to the telephony terminal via a messaging service.
26. The system of claim 25 wherein the pointer is sent to the telephony terminal via a short messaging service message.
27. The system of claim 25 wherein the pointer is sent to the telephony terminal via an instant messaging message.
- 10 28. The system of claim 25 wherein the pointer is sent to the telephony terminal via an email message.
29. The system of claim 25 wherein the pointer is sent to the telephony terminal via a wireless application protocol message.
- 15 30. The system of claim 18 wherein the requested information is information available from operator services.
- 20 31. The system of claim 18 wherein the requested information is provided in at least one of the formats consisting of audio, video, graphics, text, and pictures.
- 25 32. The system of claim 18 wherein the requested information includes at least one of the group consisting of directory numbers, addresses, movie listings, driving directions, news, stock market information, order status, customer service information, sports scores, music, and video.
- 30 33. The system of claim 18 wherein the telephony terminal is a mobile terminal.
34. The system of claim 18 wherein the request is provided via user voice or signal from the telephony terminal.